

(19) World Intellectual Property Organization
International Bureau



(43) International Publication Date
30 May 2002 (30.05.2002)

PCT

(10) International Publication Number
WO 02/043350 A3

(51) International Patent Classification⁷: **G06F 17/60**

(21) International Application Number: PCT/US01/43065

(22) International Filing Date:
13 November 2001 (13.11.2001)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
09/715,068 20 November 2000 (20.11.2000) US

(71) Applicant: **BROADSOFT, INC.** [US/US]; 220 Perry Parkway, Gaithersburg, MD 20877 (US).

(72) Inventor: **SLAVIN, Bryan, A.**; 18003 Cloppers Mill Terrace, Apt. C, Germantown, MD 20874 (US).

(74) Agent: **SARTORI, Michael, A.**; Venable, Baetjer, Howard & Civiletti, LLP, 1201 New York Avenue, Suite 1000, Washington, DC 20005-3917 (US).

(81) Designated States (*national*): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, PH, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZW.

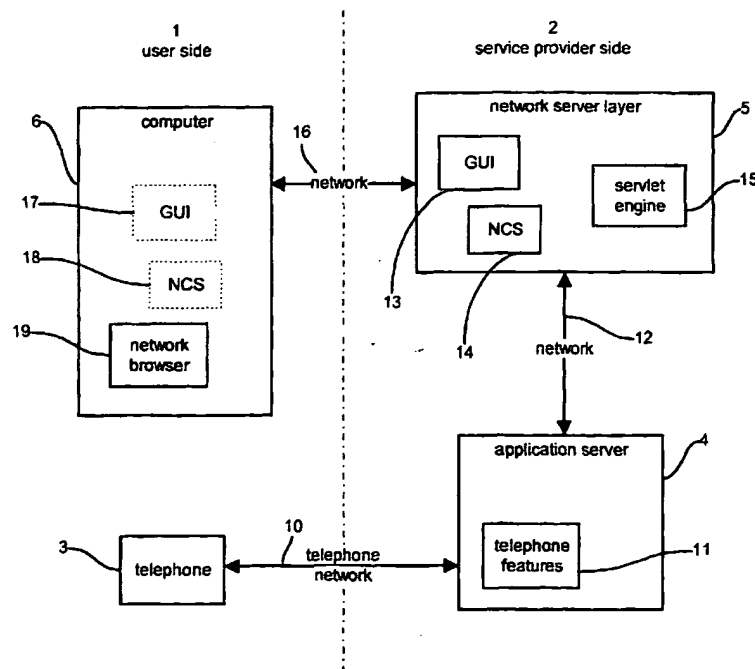
(84) Designated States (*regional*): ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Published:
— with international search report

(88) Date of publication of the international search report:
13 February 2003

[Continued on next page]

(54) Title: CALL MANAGEMENT SYSTEM



(57) Abstract: A computer system provides via a network (12) at least one telephone feature (11) to a telephone (3) of a user (1). The computer system receives instructions regarding the telephone feature (11) via the network (12) from a graphical user interface operating on a computer (6) of the user.



For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US01/43065

A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : G06F 17/60

US CL : 705/1

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 705/1; 379/, 136, 142, 202, 219, 355

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

EAST: computer, telephone, network, interface, graphical user, instruction, telephone fetaure, user.

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	US 5,455,854 A (DILTS et al.) 03 October 1995 (03.10.1995); see abstract; figures 7-15; column 2, lines 33-67; column 3, lines 1-13.	1-36
X	US 5,754,636 A (BAYLESS et al.) 19 May 1998 (19.05.1998); see abstract; figure 34; column 1, lines 11-14, 50-67; column 2, lines 1-37.	1-36
X	US 5,925,101 A (BAYLESS et al.) 20 July 1999 (20.07.1999); see abstract; column 1, lines 22-25, 61-67; column 2, lines 1-55.	1-36
X	US 5,991,382 A (BAYLESS et al.) 23 November 1999 (23.11.1999); see entire document.	1-36
X	US 6,026,158 A (BAYLESS et al.) 15 February 2000 (15.02.2000); see abstract; column 1, lines 22-25, 1-67; column 2, lines 1-64.	1-36
X	US 6,047,054 A (BAYLESS, et al.) 04 April 2000 (04.04.2000); see abstract; column 1, lines 13-16, 53-67; column 2, lines 1-39.	1-36
A,P	JP02000332911A (MIZUNO) 30 November 2000 (30.11.2000); see abstract.	1-36

☐ Further documents are listed in the continuation of Box C.

☐ See patent family annex.

* Special categories of cited documents:

"A" document defining the general state of the art which is not considered to be of particular relevance

"E" earlier application or patent published on or after the international filing date

"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)

"O" document referring to an oral disclosure, use, exhibition or other means

"P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art

"&" document member of the same patent family

Date of the actual completion of the international search

26 April 2002 (26.04.2002)

Date of mailing of the international search report

23 SEP 2002

Name and mailing address of the ISA/US
Commissioner of Patents and Trademarks
Box PCT
Washington, D.C. 20231

Facsimile No. (703)305-3230

Authorized officer

Emanuel Todd Voeltz

Telephone No. 703-305-3900

DEBORAH THOMAS
PARALEGAL SPECIALIST